

A Department Program to Evaluate and Support Individual Faculty Performance

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PRIMARY GOAL:

Develop a systematic approach to evaluating and supporting individual faculty performance at the department level with the following characteristics: (1) linked to department and institutional performance standards (2) targeted toward faculty development (3) transparent but confidential with regard to individual actions.

PROBLEM STATEMENT:

Performance assessments come from many sources; health system quality programs, internal quality review, billing disputes, internal evaluation programs, quality referrals, patient experiences surveys, direct communication from colleagues, program directors, other physicians, administrators, and patients. Performance assessments go to multiple Department entities. The Department has more than 100 faculty and practices at multiple sites. There is potential for fragmented responses. There is potential for responses that are not timely or according to department level, health system, or school of medicine algorithms. There is potential for different responses to similar events, and missed opportunity for improvement.

SPECIFIC OBJECTIVES:

Develop a shared understanding of relevant performance standards
Minimize variability and potential bias in performance assessments and remediation.
Aggregate data to allow for assessment of overall process effectiveness
Identify system problems that created challenges for performance
Assure alignment with Health System best practices.
Coordinate department level individual physician internal peer review processes

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PROJECT TIME LINE:

1. Discuss plan with department leadership and stakeholders.
2. Form Professional Development Task Force
3. Review current processes, codes of conduct, professional group bylaws, good standing criteria, and health system, and school of medicine algorithms for physician review.
4. Coordinate performance assessment reviews under the aegis of the task force during monthly and ad hoc meetings.
5. Propose revisions to department good standing criteria based on completed task force review
6. Increase faculty awareness of existing codes of conduct, good standing criteria, and ongoing performance assessments.
7. Standardize internal responses to reported performance and professionalism issues and assessments & remediation based on just culture algorithms
8. Propose charge for an enduring Professional Development Committee to assist Department leadership and career development team.

COMPLETED TO DATE: 1-4

TARGETED FOR COMPLETION IN CURRENT ACADEMIC YEAR: 5-8

LESSONS AND IMPLICATIONS:

This project intersects with all the missions of the Department—patient care, research, service, and teaching. It supports a just culture and our most important and valuable resource – human capital.

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